ViewSonic™

VMP72

FULL HD media player

- User Guide
- Guide de l’utilisateur
- Guía del usuario
- Bedienungsanleitung
- Guida dell’utente
- Podręcznik użytkownika
- Руководство пользователя
- Användarhandbok
- 使用手冊

Model No.: VS13057

Compliance Information

CE Conformity for European Countries

The device complies with the EMC Directive 2004/108/EC and Low Voltage Directive 2006/95/EC.

Following information is only for EU-member states:

The mark is in compliance with the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE).

The mark indicates the requirement NOT to dispose the equipment including any spent or discarded batteries or accumulators as unsorted municipal waste, but use the return and collection systems available.

If the batteries, accumulators and button cells included with this equipment, display the chemical symbol Hg, Cd, or Pb, then it means that the battery has a heavy metal content of more than 0.0005% Mercury or more than, 0.002% Cadmium, or more than 0.004% Lead.

Declaration of RoHS Compliance

This product has been designed and manufactured in compliance with Directive 2002/95/EC of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr^{6+})	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex of the RoHS Directives as noted below:

Examples of exempted components are:

1. Mercury in compact fluorescent lamps not exceeding 5 mg per lamp and in other lamps not specifically mentioned in the Annex of RoHS Directive.
2. Lead in glass of cathode ray tubes, electronic components, fluorescent tubes, and electronic ceramic parts (e.g. piezoelectronic devices).
3. Lead in high temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
4. Lead as an allotting element in steel containing up to 0.35% lead by weight, aluminium containing up to 0.4% lead by weight and as a cooper alloy containing up to 4% lead by weight.

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For Your Records

Product Name:	VMP72 ViewSonic FULL HD media player
Model Number:	VS13057
Document Number:	VMP72_UG_ENG Rev. 1B 01-11-10
Serial Number:	_____
Purchase Date:	_____

Product disposal at end of product life

ViewSonic is concerned about the preservation of our environment. Please dispose of this product properly at the end of its useful life. Your local waste disposal company may provide information about proper disposal.

Safety Instructions

This product has been engineered and manufactured to assure your personal safety. However, improper use can result in potential electric shock or fire hazards. In order not to defeat the safe-guards incorporated in this instrument and its accessories, please adhere to the following instructions when installing, operating and servicing.

Power Source Warning

- A marking label attached on the rear side of the adapter (supplied) indicates the correct power source for this equipment. Operate this product only from an electrical outlet with the voltage and frequency indicated on the product label. Incorrect power source may result in a risk of electric shock or fire. If you are uncertain of the type of power supplied to your home, consult your local power company or appliance dealer.

- Only use the power cord and adapter provided by the manufacturer. Internal component may be damaged if you use a different adapter to power this product. To avoid electric shock and fire hazard, match the plug and outlet connections carefully, then fully insert. If the plug fails to fit the outlet, please contact an electrician to update your power outlets.

- Do not overload electrical outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock. And to prevent power cord damage, arrange all power cords so that people cannot walk on the cords. Do not place objects on the cords.

- Place this product in a location that is close enough to an electrical outlet and where the power cord is easily accessible to be disconnected from the wall outlet.

Usage Warning

- To reduce the risk of electric shock, do not remove the cover or attempt to disassemble this product. There are no user-serviceable parts inside. Please refer all servicing to qualified service personnel.

- Protect this product from foreign objects. Never push object of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.

- Do not expose this product to liquids, rain or moisture.

- This product has ventilation openings that protect it from overheating. Never block or cover these openings. And do not place this product near heat sources such as radiators, heat registers, stoves or other products producing heat.

- Before cleaning or wiping this product, make sure your power cord is already unplugged from the electrical outlet. Only use damp cloth to clean this product, and never use a liquid cleaner or an aerosol cleaner.

- During a thunderstorm, or when this product is unused for long periods of time, unplug power cord from the wall outlet. This will prevent damage to the product due to lightning and power-line surges.

Service Warning

- Refer all servicing to qualified service personnel. For damage that requires service, please unplug your power cord from the AC outlet first, and contact your dealer or servicing personnel to obtain service for the following conditions.
  - If there is damage to the adapter, power cord or plug.
  - If liquid enters this product.
  - If you drop this product, a heavy object falls on this product, or damage occurs to the cover of this product.
  - If you expose this product to rain or water.
  - If this product does not operate normally by following the operating instructions.
  - If this product exhibits a distinct change in performance.

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1 INTRODUCTION

VMP72 is a high-definition multimedia player and streamer connecting to the external USB hard drives and your HD TV, bringing PC and internet entertainment to the living room. VMP72 is also a BitTorrent downloader with built-in BitTorrent engine. It downloads media files into the attached USB hard drives corresponding to the BitTorrent seeds already saved on the USB drive. Playing and downloading your favorite media files is now PC-free. It supports most video/audio/image formats so you do not need to convert downloaded media to another format. You can plug in your USB devices to the VMP72 to play music, movies and pictures on TV by following the on-screen display (OSD) menu. The VMP72 can also access the shared folders on the remote PCs through the intranet (local area network) and play the digital media files there on your TV. It supports high-definition media playback with HDMI output.

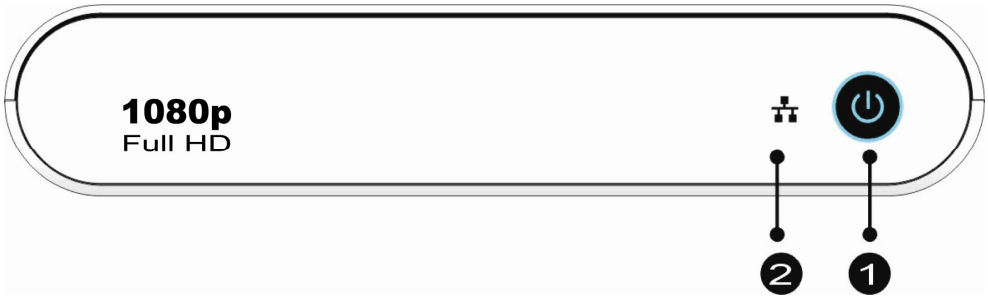
Package content

Please make sure the following items are included within your new VMP72 package. VMP72 might not be compatible with some accessories made by other manufacturers. We highly recommend that you use only the specific accessories we suggest.

Specification

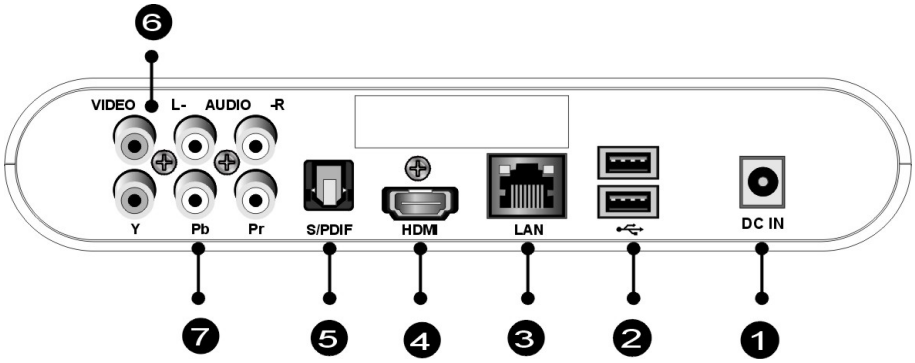
Interfaces		
Video Output	HDMI、YPbPr、Composite Video	
Audio Output	Audio L/R、S/P DIF (Optical)	
Data Transfer	USB x 2、Ethernet Port	
General Specifications		
Support Media Format	Video	MPEG1 (AVI/MKV/TS/DAT/MPG/MPEG/VOB)
		MPEG2 (MKV/DAT/MPG/MPEG/VOB/ISO/IFO/TS/TP) /M2TS
		MPEG4 (AVI/MP4/MKV/MOV/WMV/ASF)
		DivX 3/4/5/6、Xvid (AVI/MKV/MP4/MOV)
		H.264/AVC (TS/AVI/MP4/MKV/MOV/FLV)/M2TS
		VC-1 (TS/AVI/ASF/WMV)/M2TS
		WMV9 (ASF/WMV)
		Real Video 8/9/10 (RM/RMVB)
	Audio	MP3、MPEG Audio、Dolby Digital、DTS 、WMA、PCM、LPCM、ADPCM、FLAC、WAV、AAC、RA、OGG、MKA
	Photo	HD JPEG、GIF、PNG、BMP、TIF、TIFF
	Subtitle	SRT、SMI、SUB、SSA、IDX+SUB
	USB Device File Systems	EXT3、NTFS、FAT16/32
Decoding	Up to 1080p (RMVB up to 720p)	
Output	Up to 1080p	
Dimension	204 mm× 145.4 mm× 40 mm (8.0 x 5.7 x 1.6 inch)	
Power Supply	100~240V ±10% input voltage/ 12V @ 2A	

Front View



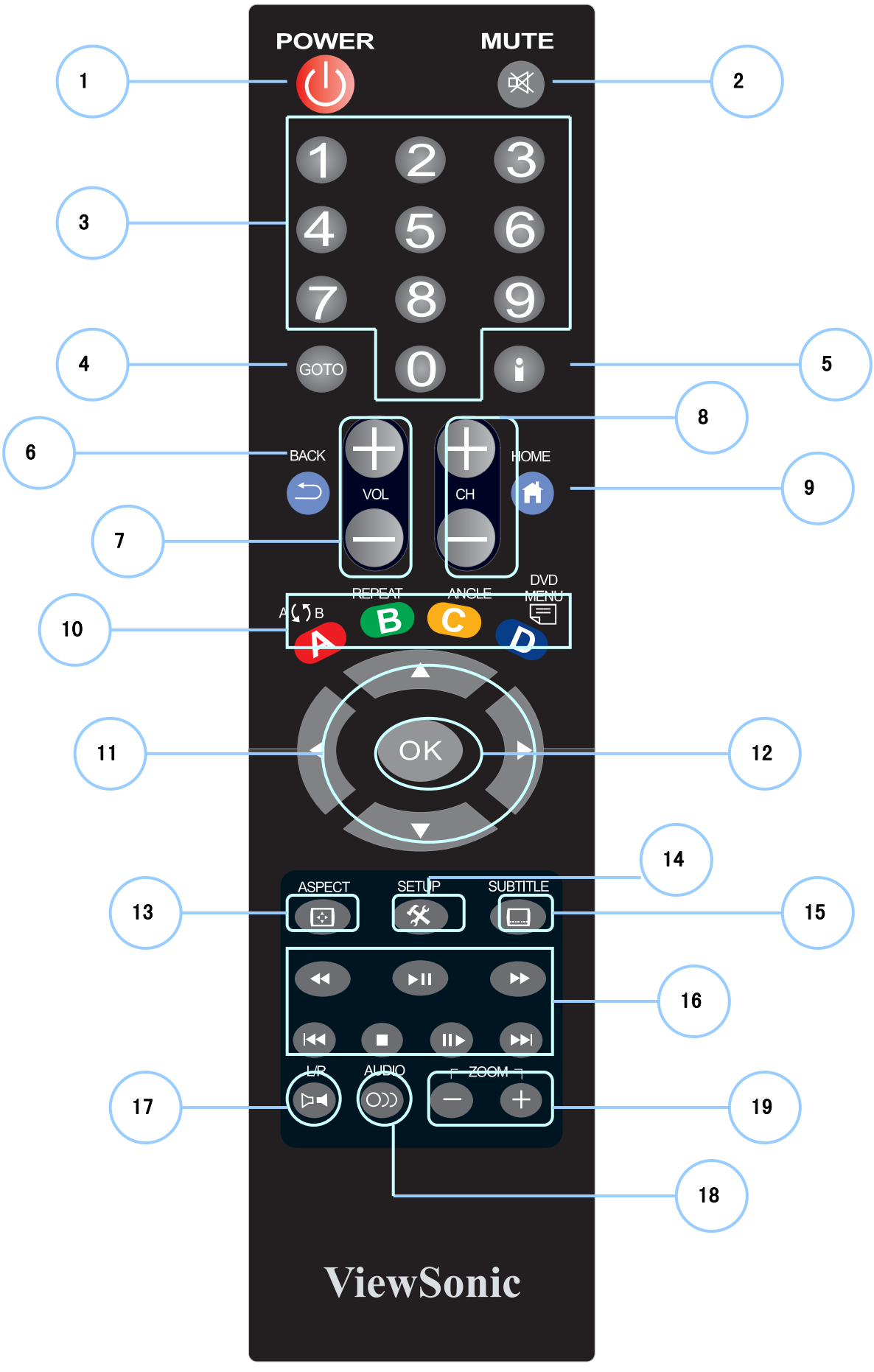
①	Power	Press ⏻ to turn the VMP72 on.
②	Network LED	The LED blinks when VMP72 accesses to Network.

Back View



①	DC IN	Connects to the DC output of the power adapter.
②	USB Port	Plug the supported USB devices into USB ports, such as USB hard drives, cameras, camcorders and wireless USB dongles.
③	LAN	Connects to the RJ-45 Ethernet 10/100 based network. Not compatible with the telephone line.
④	HDMI OUT	Connects to the HDMI jack on the display; a single cable transmits both audio and video data.
⑤	S/PDIF	Connects the VMP72 to a display that has an optical digital audio port, using an optical digital audio (also called S/PDIF) cable.
⑥	AUDIO L/R/ VIDEO	Connects to the display with the VIDEO IN/ AUDIO L/R IN jacks on the display using VIDEO (Yellow)/ AUDIO L (White)/R (Red) cables.
⑦	Y/Pb/Pr	Connect to a Y/Pb/Pr-compatible display using three video (Y/Pb/Pr) and two audio jacks (AUDIO L/R), through a component video cable with green, blue, and red connectors.

REMOTE CONTROL



REMOTE CONTROL

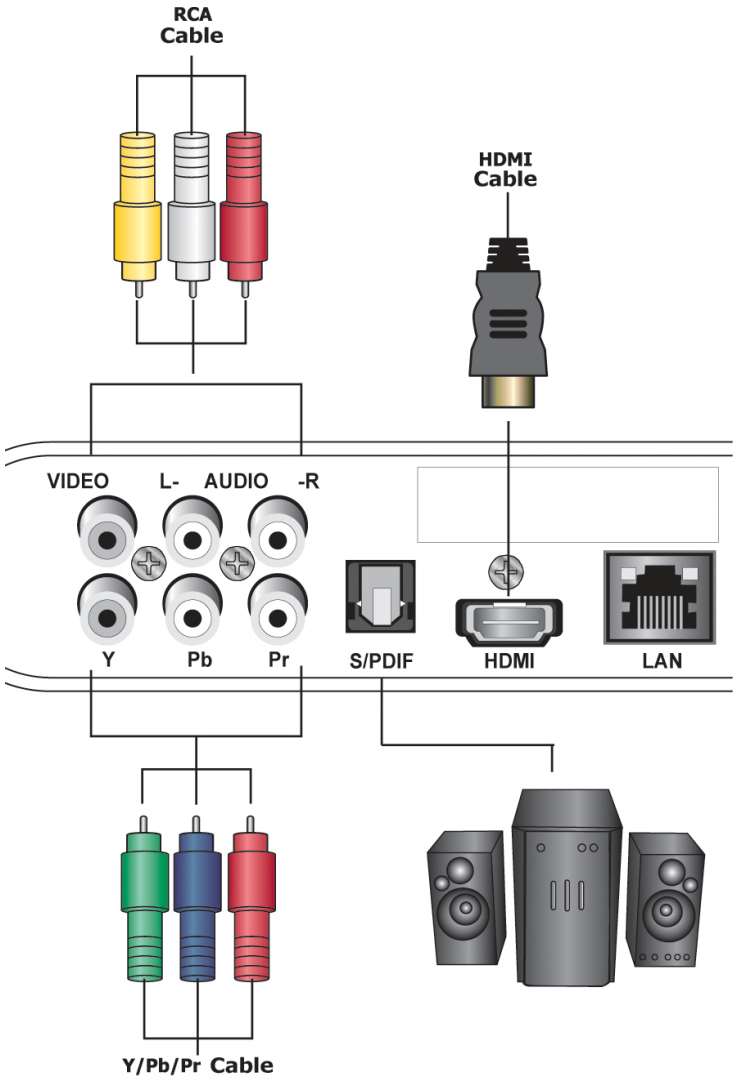
①		**POWER**	Press to turn on the VMP72; press again to switch to stand-by mode.
②		**MUTE**	Press to mute the sound.
③		**Number**	1-9 number keys for selecting desired options.
④		**GOTO**	Video/movie chapter selection.
⑤		**INFO**	Display the information of media files while in play mode.
⑥		**BACK**	Return to the previous display.
⑦		**VOL**	Increase/decrease the volume.
⑧		**CHANNEL**	Reserved keypad.
⑨		**HOME**	Hot key to the main OSD menu.
⑩		**REPEAT**	Enable/disable repeat of file playback.
		REPEAT A-B	Press once to mark desired repeat point A; press again to mark desired repeat point B; press yet again to turn this feature off
		ANGLE	Switch DVD display angles.
		DVD MENU	Show DVD Menu.
⑪			Navigate through menu screen or media libraries.
⑫		**OK**	Confirm or select.
⑬		**ASPECT**	Adjust aspect ratio
⑭		**SETUP**	Enter setup menu
⑮		**SUBTITLE**	Switch subtitle files.
⑯			MULTI-FUNCTION: Refer to the instructions in the screen.
		PALY/ PAUSE	Play/pause selected file.
		PREV	Return to previous file.
		NEXT	Go to next file.
		STOP	Stop playback and return to the previous screen.
		SLOW MOTION	Play films in slow mode.
⑰		**L/R**	Enable/disable Left/Right speaker.
⑱		**AUDIO**	Switch audio outputs.
⑲		**ZOOM**	Zoom video or image display on screen.

2 SETTING UP VMP72

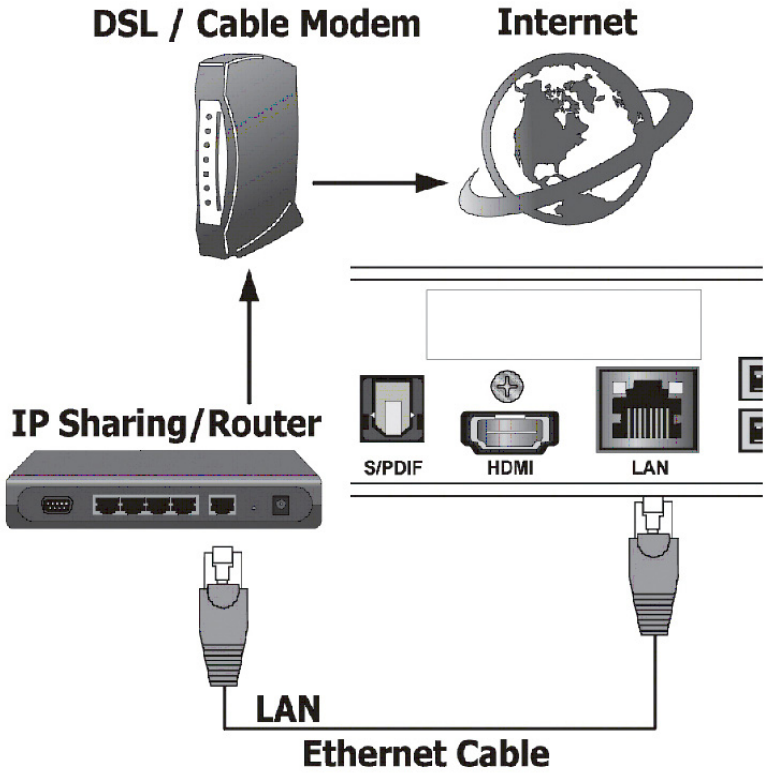
Step1: Cable connections.

Match the cables to the connections on your TV or display. Your choices of connection include:

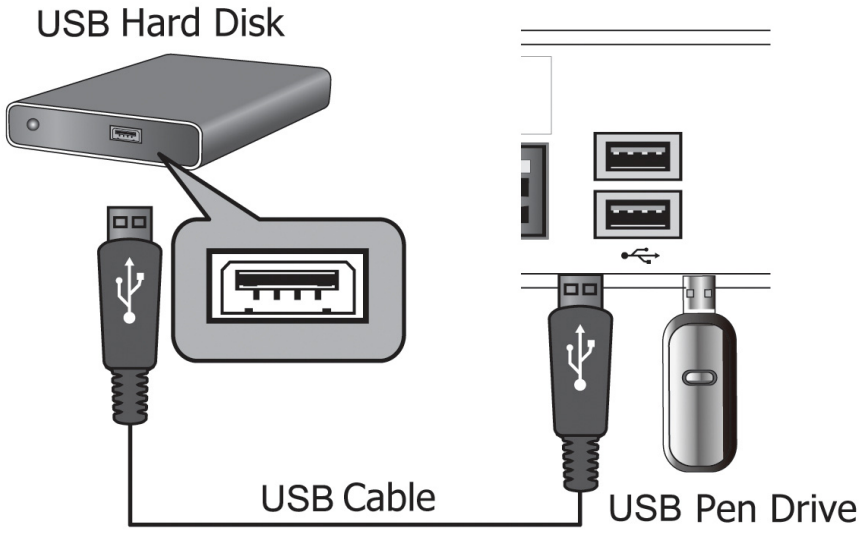
HDMI	For both audio and video output
RCA Cable	For composite video (yellow) and stereo audio (white and red)
Y/Pb/Pr (RGB)	For component video output
S/PDIF	For audio output



Plug the Ethernet cable to the "LAN" jack on the rear panel of VMP72, for wired Internet connection. VMP72 will detect the network automatically.



Step3: Connect USB devices



Step4: Power cord connection

Plug one end of the power cord into the back of the VMP72 and the other end into a power outlet. VMP72 will start automatically without pressing any other button once the power is connected.

Step5: Switch your TV Input/Source

After choosing the desired video and audio connection, you need to select appropriate video input mode using the remote control for your TV/display to switch to the corresponding video output by pressing the **Input/Source** button on the remote control.

3 Network Connections

Wired Network Setup

> DHCP

+ OK	Step 1:	To access "Setup" on the main menu. Select "Network".
	Step 2:	Select "Wired" on the Network menu. Select "DHCP".
+ OK	Step 3:	Select Yes to implement DHCP network setting. VMP72 will automatically receive its IP address from a DHCP sever that is built into the access point or IP sharing router.

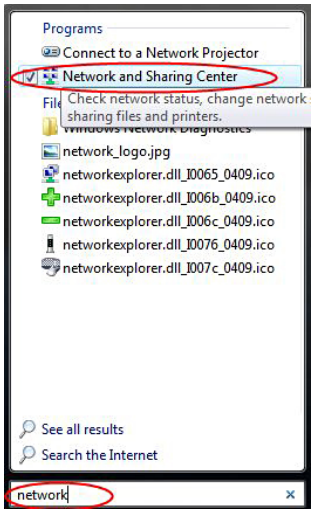
> Static IP

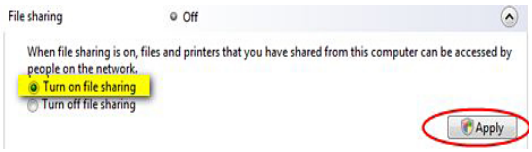
+ OK	Step 1: Select "Wired" on the Network menu. Select "Static IP".
+ OK	Step 2: Input the value **IP Address**, **Subnet mask**, **Gateway**, and **DNS** text box respectively.

PS Please acquire information of these setting values from your ISP（Internet Service Provider）first.

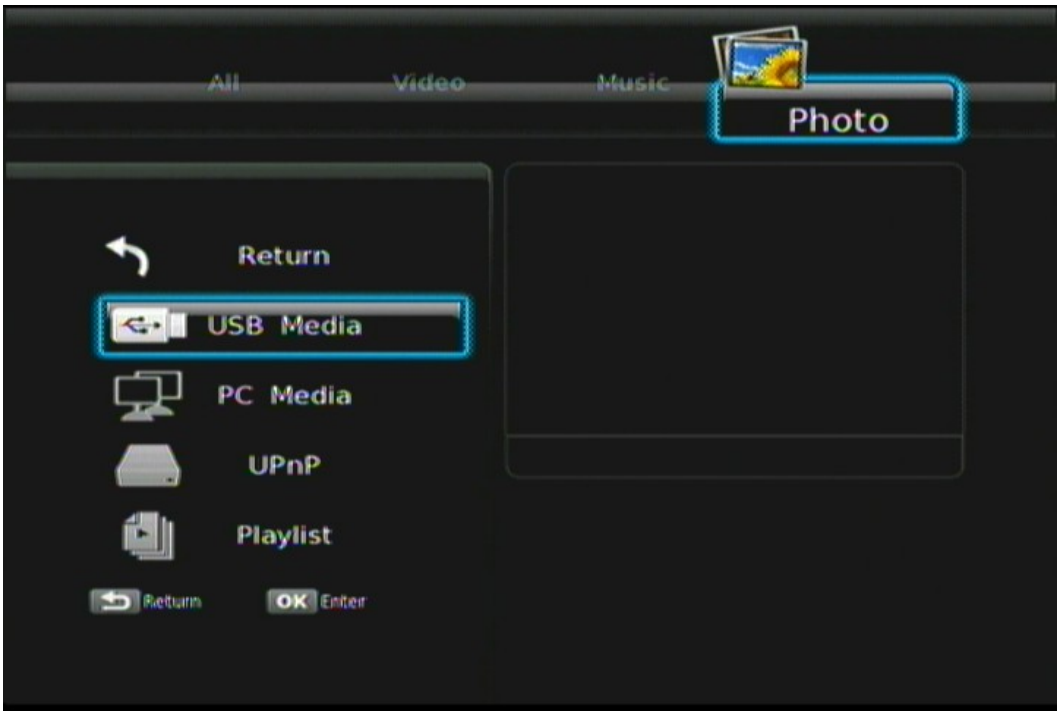
+ OK	Step 1: Select "Wireless setup" on the Network menu.
+OK	Step 2: VMP72 provides you multiple profiles for use across multiple networks.

> Ad-Hoc Setup




File sharing
Off
When file sharing is on, files and printers that you have shared from this computer can be accessed by people on the network.
Turn on file sharing
Turn off file sharing
Apply

4 Media Center



Remote	Description
◄ ► + OK	Enter **OSD Menu > Play Media**
▲ ▼ + OK	Under **Play Media,** select the media source from USB Device/ PCs/ UPnP/ Playlist.
▲ ▼ + OK	**Open your selected folders.** A folder/file list will be shown on the left.
OK	**Play** the selected video/music/photo file.

> USB Media

VMP72 searches and plays all available image, music and video files on the external USB device.

> PC Media

Connect VMP72 to your PC using a USB 2.0 cable. By connecting your PC to the Local Area Network, you can play the media files on the remote PCs. Before you do so, please confirm the network settings and file-sharing setup have been finished successfully. (See Chapter 3 for more information.)

Note: The limitation on the HD video content playback over the network: The HD video quality may suffer when the video is streamed over the network. This is caused by intranet environment limitations. As a result, users might sometimes experience unsmooth video playback. Therefore, we recommend a wired Intranet for best playback quality, although the transmission over WiFi and PLC is supported.

> UPnP

UPnP (Universal Plug and Play) allows you to connect UPnP-enabled devices (available on the network) and share their content with the media player. When you enter UPnP application, VMP72 will automatically detect the PCs inside LAN. Please make sure that your PC supports Windows Media Player Version 11 and higher. Due to compatibility issue, some PCs may not support UPnP.

> Playlist

Playlist allows you select a sequence of music, photo and video files stored on the HDD. You can configure any sequence of music, photos, and video files to create a playlist.

Remote		Description
B + OK	Add to Playlist	Select/cancel the files which will be added.
A	Edit	Rename/delete file.

Note: For the files added to the playlist, VMP72 will categorize the media files with video/music/photo tags.

VIDEO PLAYBACK

Remote		Description
		Enter **Play Media > Video Playback** .
		Navigate the media file you want to play. The preview window will show the highlighted video.
A	Edit	Rename /Delete file.
B + OK	Add to Playlist	Add selected file to Playlist.
	Back	Return to previous display.
OK		Full screen mode.

FULL SCREEN MODE

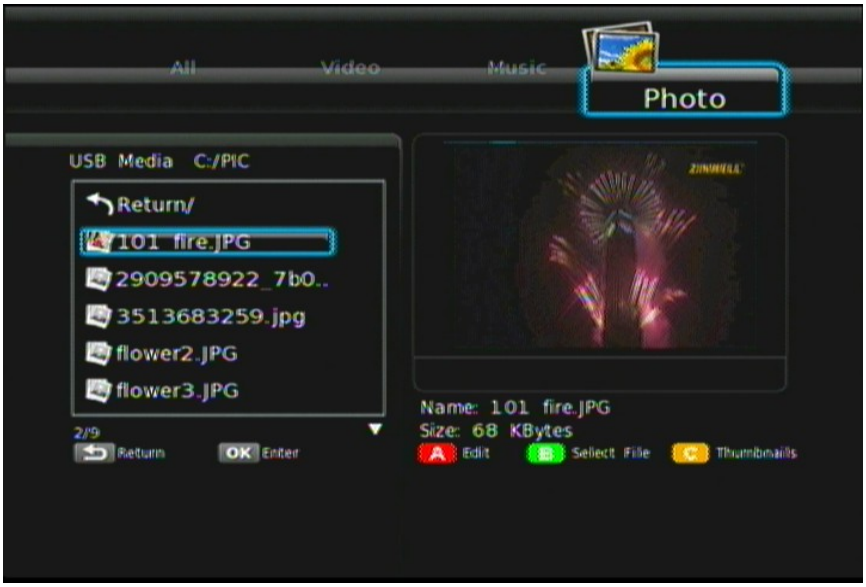
Remote		Description
		Play/pause selected file.
		Rewind/Forward
		Slow motion.
		Return to previous file.
		Go to next file.
+ −	Zoom	Zoom in/out on photos or movies.
		Stop playback and leave full screen mode.

MUSIC PLAYBACK

Remote		Description
		Enter **Play Media > Music Playback**
		Navigate the media file you want to play. The preview window will show the file details of highlighted file.
A	Edit	Rename /Delete file.
B + OK	Add to Playlist	Add selected file to Playlist.
	Back	Back to previous display.
OK		Play selected file.
		Play/pause selected file.
		Fast forward.
		Rewind.
		Previous file.
		Next file.
		Stop playback and return to the previous display

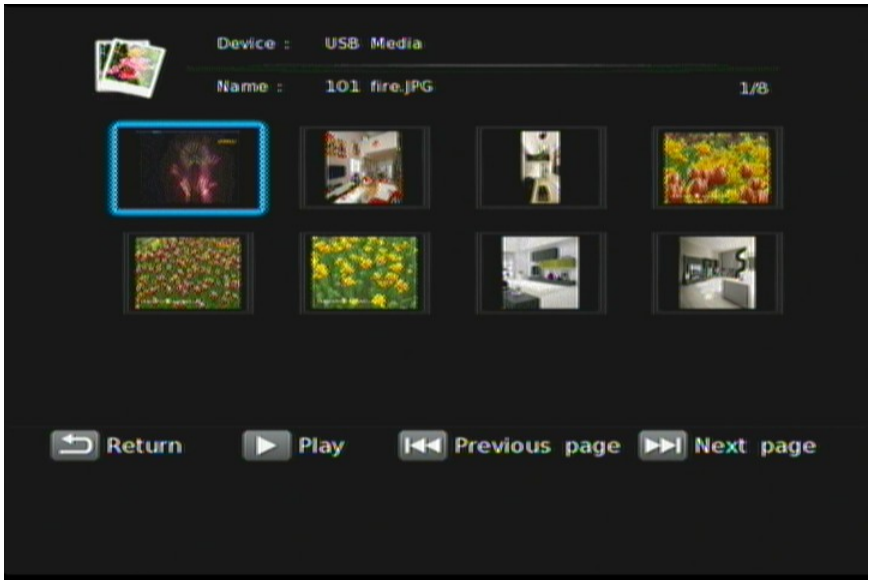
PS Music will continue playing as the background music when you leave MUSIC PLAYBACK menu. Press ■ to stop playing.

PHOTO PLAYBACK



Remote		Description
		Enter **Play Media > Photo Playback**
		Navigate the media file you want to play. The preview window will show the file details of highlighted file.
A	Edit	Rename /Delete file.
B + OK	Add to Playlist	Add selected file to Playlist.
C		Thumbnail mode.
	Back	Back to previous display.
OK		Full screen mode.

THUMBNAIL MODE



Remote		Description
OK		Full screen mode.
	Back	Back to previous display.
		Previous page.
		Next page.
C		Leave thumbnail mode.

FULL SCREEN MODE

Remote	Description
	Previous picture
	Next picture
	Rotate the viewing picture counterclockwise
	Rotate the viewing picture clockwise.
	Leave full screen mode.

PS You can choose the preferred slide show effects in **Setup** menu. If you'd like to turn off the function, please enter **Setup > Other> Transition Effect.**

To add background music to the slide show, simply add the music file(s) to the same photo folder. Otherwise, there will be no background music when viewing the slideshow.

Torrent Download

To activate this feature, please make sure:

- The VMP72 is connected to the network;
- The network is properly set up. For more information on this part, please refer to "Step 2" in "Setting up VMP72" section, and "Network" under "Setup Menu".

BitTorrent is the leading and the most common peer-to-peer file-sharing communications protocol. The VMP72's built-in BitTorrent client/engine allows this product to download media files to the external USB device or to the remote PC. This BT download process is computer-free. First, you need to prepare at least one USB hard drive with at least 20GB of free capacity, in the format of NTFS or EXT-3, and connect it to the USB port on the front panel of the VMP72.

Caution: Please do not download illegal files or contents.

Step 1: Connect external USB device into VMP72 USB port.

Step 2: If your external hard drive has not been formatted, the warning message "This action will erase all data on the device. Are you sure to continue?" will appear to remind you to format your hard drive. Press ◄ ► + OK to select **Yes** to format your USB storage device. It may take up to several minutes, according to the size of your USB device.

Step 3: A message will pop up to ask you to choose either the external hard drive or the remote PC as the media download destination. Press ▲ ▼ + OK to select one for the .torrent seeds.

Note: Please make sure torrent seeds are already imported to the external hard drive or on the network PC before downloading media files associated with the .torrent seeds to your PC or USB devices. Files cannot be downloaded if there is less than 10% of the capacity left on the USB drive.

Step 4: Press **+** to select .torrent files to download, and then you can see the download process page. To ensure the system's efficiency, only 3 download tasks will take place simultaneously, and each .torrent file will be downloaded in sequence. You can also press + to adjust the priority of the download files. To see the downloaded files in your USB devices, see **USB Media** menu.

Note: When you remove the HDD/USB device, a window will pop up and show message "Warning! BT HDD has been removed, the system will restart".

5 SETUP MENU

AUDIO

Remote	Description
+	Enter "Audio" setup menu.
+ OK	Select the item for adjustment.
OK	Confirm the change.
	Return to previous display.

Item	Options
Night Mode	On/Off
Digital Output	HDMI LPCM HDMI RAW SPDIF LPCM SPDIF RAW
Change Audio L/R	L/R L/L R/R

VIDEO

Remote	Description
	Enter “Audio” setup menu.
	Select the item for adjustment.
	Confirm the change.
	Return to previous display.

Item	Options
Aspect Ratio	Pan Scan 4:3 Letter Box 4:3 16:9 Full Screen
Resolution	HDMI Auto PAL NTSC 480P 576P 720P 50HZ 720P 60HZ 1080i 50HZ 1080i 60HZ 1080P 50HZ 1080P 60HZ

SYSTEM

Remote	Description
	Enter "Audio" setup menu.
	Select the item for adjustment.
	Confirm the change.
	Return to previous display.
Item	**Options**
Menu Language	English Traditional Chinese French/ German/ Spanish / Russian/ Swedish/ Italian/ Polish
Text Encoding	Unicode (UTF 8) Simplified Chinese (GBK) Traditional Chinese (BIG5)
Subtitle Size	Big Moderate Small
System info	Software Version/ BOX ID/ Customer ID/ MAC Version/ IP Address/ Subnet Mask/ Gateway/ DNS
Software Update	USB Update
Default Setting	Cancel/OK

MISCELLANEOUS

Remote	Description
	Enter “Audio” setup menu.
	Select the item for adjustment.
	Confirm the change.
	Return to previous display.
Item	**Options**
Slide Show Timer	Off/2,5,10,30 Seconds/1,2 Minutes
Transition Effect	Off/Cross Fade/Left to Right/Top to Bottom/Waterfall/Snake/Dissolve/Strip Left Down/All Effect Shuffle
Background Music	Off/On
Screen Saver	Off/On
Movie Preview	Off/On

AUDIO SETUP-“Night Mode” (aka Dynamic Range Control)

When the Night Mode is enabled the sound level of compatible audio soundtracks will be dynamically compressed. Dynamic range control (DRC) increases low-level audio content (such as the dialog in the movies), making it easier to be heard at low volume levels while reducing the intensity of higher-level audio content at the same time.

“When you're listening to movie dialogue late at night and have to turn down the volume during loud scenes, the dynamic range suffers and you may miss some dialogue and other sounds. With the Night Mode on, you can reduce the volume butstill enjoy proper tonal balance and dynamic range.”

6 Trouble Shooting

Symptom	Remedy
No picture is displayed.	● Check the power cord connection. Or connect the power cord to another power outlet. ● Are the Component Y/Pb/Pr/ AUDIO L/R cables or HDMI Cable loose or disconnected? Make sure one of connections is correct. ● Try the "SOURCE" button on the remote control of the external display/ TV, to select the correct input source.
When entering "PC Media" menu, the available PC list is not displayed.	● Check your wired connection to make sure that it's working properly. Use an Ethernet LAN cable to connect from the Network jack of the VMP72 to the network router or Access Point. ● Check your Network Setting of the Setup menu. ● Check the setting on the shared folder/file on your computer.
On "USB Media" menu under the main menu, no USB device is searched.	● Check USB device is already firmly connected. ● Check the format of your USB drive: is it in NTFS/FAT16/FAT32/EXT-3 format?
The BT multimedia files can't be downloaded.	● For BitTorrent, users need to set up port forwarding on the TCP range 6881-6890 of Access Point or IP sharing. ● Your Internet bandwidth will limit BT download speed ● BT is a peer- to-peer download technology. It requires more people or torrents to share the files at the same time.

Customer Support

For technical support or product service, see the table below or contact your reseller.
Note: You will need the product serial number.

Country/ Region	Web Site	Telephone	Email
Australia/New Zealand	www.viewsonic.com.au	AUS= 1800 880 818 NZ= 0800 008 822	service@au.viewsonic.com
Canada	www.viewsonic.com	T (Toll-Free)= 1-866-463-4775 T (Toll)= 1-424-233-2533 F= 1-909-468-1202”	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/Support/Calldesk.htm	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 11 9999	service@in.viewsonic.com
Ireland (Eire)	www.viewsoniceurope.com/uk/	www.viewsoniceurope.com/uk/support/call-desk/	service_ie@viewsoniceurope.com
Korea	www.kr.viewsonic.com	T= 080 333 2131	service@kr.viewsonic.com
Latin America (Argentina)	www.viewsonic.com/la/	T= 0800 666 0194	soporte@viewsonic.com
Latin America (Chile)	www.viewsonic.com/la/	T= 800 440 303	soporte@viewsonic.com
Latin America (Columbia)	www.viewsonic.com/la/	T= 01 800 915 6588	soporte@viewsonic.com
Latin America (Mexico)	www.viewsonic.com/la/	T= 001 800 514 6518	soporte@viewsonic.com
Renta y Datos, 29 SUR 721, COL. LA PAZ, 72160 PUEBLA, PUE. Tel: 01.222.891.55.77 CON 10 LINEAS Electroser, Av Reforma No. 403Gx39 y 41, 97000 Mérida, Yucatán. Tel: 01.999.925.19.16 Other places please refer to http://www.viewsonic.com/la/soporte/index.htm#Mexico			
Latin America (Peru)	www.viewsonic.com/la/	T= 0800 53458	soporte@viewsonic.com
Macau	www.hk.viewsonic.com	T= 853 2870 0303	service@hk.viewsonic.com
Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
Puerto Rico & Virgin Islands	www.viewsonic.com	T= 1-800-688-6688 (English) T= 1-866-379-1304 (Spanish) F= 1-909-468-1202”	service.us@viewsonic.com soporte@viewsonic.com”
Singapore/ Malaysia/ Thailand	www.viewsonic.com.sg	T= 65 6461 6044	service@sg.viewsonic.com
South Africa	ap.viewsonic.com/za/	Contact your reseller	service@ap.viewsonic.com
United Kingdom	www.viewsoniceurope.com/uk/	www.viewsoniceurope.com/uk/support/call-desk/	service_gb@viewsoniceurope.com
United States	www.viewsonic.com	T (Toll-Free)= 1-800-688-6688 T (Toll)= 1-424-233-2530 F= 1-909-468-1202”	service.us@viewsonic.com

Limited Warranty

ViewSonic FULL HD media player

What the warranty covers:

ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components.

How long the warranty is effective:

ViewSonic FULL HD media player are warranted for 1 year for labor from the date of the first customer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
    a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
    b. Repair or attempted repair by anyone not authorized by ViewSonic.
    c. Causes external to the product, such as electric power fluctuations or failure.
    d. Use of supplies or parts not meeting ViewSonic's specifications.
    e. Normal wear and tear.
    f. Any other cause which does not relate to a product defect.
3. Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.

How to get service:

1. For information about receiving service under warranty, contact ViewSonic Customer Support (please refer to Customer Support page). You will need to provide your product's serial number.
2. To obtain warranted service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
3. Take or ship the product freight prepaid in the original container to an authorized ViewSonic service center or ViewSonic.
4. For additional information or the name of the nearest ViewSonic service center, contact ViewSonic.

Limitation of implied warranties:

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:

ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.

ViewSonic™